

## Claims

5       What is claimed is:

1.       A remotely initiated document request fulfillment system,  
comprising:

at least one document request device, the at least one document request  
device comprising an input device and a wireless transmitter;

10       a central station, the central station comprising a plurality of requestable  
documents, a receiver, and a document deliverer, wherein said document deliverer  
transmits at least one requested document to a destination according to at least one  
instruction of the processor, wherein the at least one instruction is according to the at  
least one document request communicably received at the receiver from the transmitter.

15       2.       A remotely initiated document request fulfillment system  
according to claim 1, wherein the wireless transmitter comprises a transmitter in  
communication with a cellular telephone network.

20       3.       A remotely initiated document request fulfillment system  
according to claim 1, wherein the wireless transmitter comprises a transmitter in  
communication with a satellite cellular telephone network.

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4. A remotely initiated document request fulfillment system according to claim 1, wherein the wireless transmitter comprises a radio frequency transmitter, and the central station receiver comprises a radio frequency receiver, wherein  
5 said wireless transmitter transmits on a frequency which is receivable by the central station receiver.

10 5. A remotely initiated document request fulfillment system according to claim 1, wherein the document request device further comprises a display device, said display device for displaying information regarding documents available for request, said display device further issuing at least one user prompt to enter information identifying a destination for a requested document.

15 6. A remotely initiated document request fulfillment system according to claim 5, wherein the display device comprises a touch sensitive flat panel display, said touch sensitive flat panel display receiving input through contact between a surface of the display and a pointer.

20 7. A remotely initiated document request fulfillment system according to claim 6, wherein the pointer is a stylus.

8. A remotely initiated document request fulfillment system according to claim 6, wherein the pointer is a finger of an operator.

9. A remotely initiated document request fulfillment system according to claim 1, wherein the document deliverer comprises a facsimile transmitter.

10. A remotely initiated document request fulfillment system according to claim 1, wherein the document deliverer comprises a means for generating a copy of a requested document, and transmitting the copy of a document to a requester via a mail service.

11. A remotely initiated document request fulfillment system according to claim 1, wherein the document deliverer comprises at least one connection between the central station and the Internet, and a means for generating an e-mail transmission including a copy of a requested document.

12. A remotely initiated document request fulfillment system according to claim 1, wherein the central station is capable of modifying a requestable document based on information associated with a request.

13. A remotely initiated document request fulfillment system according to claim 12, wherein the information is at least one geographic location to which the document is to be delivered.

5 14. A remotely initiated document request fulfillment system according to claim 12, wherein the information associated with a request is the identity of an entity to which the document is to be delivered.

10 15. A remotely initiated document request fulfillment system according to claim 12, wherein the information associated with a request describes a transaction between a requester and a representative.

15 16. A remotely initiated document request fulfillment system according to claim 1, wherein the document request device further comprises memory, said memory for storing an operating program for the document request device, and information identifying requestable documents.

20 17. A remotely initiated document request fulfillment system according to claim 16, wherein the document request device memory is further capable of storing information identifying whether certification is required before a requested document can be transmitted to a requester.

18. A remotely initiated document request fulfillment system according to claim 16, wherein the document request device further comprises an interface for receiving updated operating program information, said updated information identifying requestable documents.

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19. A remotely initiated document request fulfillment system according to claim 1, wherein the document deliverer further transmits a report to a third party, said report informing the third party of the transmission of a requested document.

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20. A remotely initiated document fulfillment system, comprising:

at least one programmable document request device, the at least one programmable document request device including memory, a processor, a reconfigurable display, an input means, a document request device wireless transceiver, and a document request system operating program;

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a central station, the central station including a plurality of requestable documents, a central station wireless transceiver, and a document delivery means, said document delivery means for transmitting a requested document to a destination;

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wherein the document request device wireless transceiver of the at least one document request device is communicably connected to the central station wireless transceiver, said document request device wireless transceiver broadcasting information requesting delivery of a requestable document in response to input entered into the document request device.

21. A remotely initiated document fulfillment system according to claim 20, wherein a list of requestable documents is stored in the document request device memory.

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22. A remotely initiated document fulfillment system according to claim 21, wherein the requestable documents include documents which by regulation may not be distributed by a representative.

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23. A remotely initiated document fulfillment system according to claim 22, wherein the document delivery means is further for transmitting a report to a third party when a document which by regulation may not be distributed by a representative is transmitted to a destination.

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24. A remotely initiated document fulfillment system according to claim 21, wherein the requestable documents include documents which are modifiable by the central station.

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25. A remotely initiated document fulfillment system according to claim 24, wherein the modifiable documents include business documents, said business documents being modifiable based on information associated with a document request.

26. A remotely initiated document fulfillment system according to claim 25, wherein the information associated with a document request includes the identity of a representative requesting a document.

5 27. A remotely initiated document fulfillment system according to claim 25, wherein the information associated with a document request includes information describing a transaction between an entity to whom a document is to be delivered and a representative.

10 28. A remotely initiated document fulfillment system according to claim 20, wherein said document delivery means further for transmitting reports to third parties, said reports associated with the delivery of a document.

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29. A remotely initiated document fulfillment system, comprising:

a plurality of document request devices, said devices including a personal digital assistant, the personal digital assistant including a wireless transceiver, document request software, and a list of requestable documents;

5 a central station, the central station including a means for receiving a broadcasted document request, a document database, a fax delivery means, and an e-mail delivery means; and

10 a wireless communications network, said wireless communications network being communicably connected with a wireless transceiver of a document request device, said wireless communication network further being communicably connected with the central station, said wireless communications network passing communications between the central station and a document request device.

15 30. A remotely initiated document delivery system according to claim 29, wherein the central station further comprises a document delivery reporting means, said document delivery reporting means for delivering a report associated with the delivery of a document to a third party.



31. A remotely initiated document fulfillment system, comprising:

a plurality of document request devices, said devices including a personal digital assistant, the personal digital assistant including a cellular transceiver, document request software, and a list of requestable documents;

5 a central station, the central station including a means for receiving a broadcasted document request, a document database, a fax delivery means, and an e-mail delivery means, wherein the means for receiving a broadcasted document request comprises an interface to a publicly switched telephone network; and

10 a cellular network, said cellular network being communicably connected with the cellular transceiver of a document request device, said cellular network further being communicably connected with the central station by a publicly switched telephone network, said cellular network passing communications between the central station and a document request device.

15 32. A remotely initiated document delivery system according to claim 21, wherein the central station further comprises a document delivery reporting means, said document delivery reporting means for delivering a report associated with the delivery of a document to a third party.

33. A remotely initiated document fulfillment system, comprising:

a plurality of document request devices, said devices including a personal digital assistant, the personal digital assistant including a wireless transceiver, document request software, and a list of requestable documents;

5 a central station, the central station including a means for receiving a broadcasted document request, a document database, a fax delivery means, and an e-mail delivery means, wherein the means for receiving a broadcasted document request comprises an Internet interface; and

10 a wireless communications network, said wireless communications network being communicably connected with a wireless transceiver of a document request device, said wireless communication network further being communicably connected with the central station by the Internet, said wireless communications network passing communications between the central station and a document request device.

15 34. A remotely initiated document delivery system according to claim 33, wherein the central station further comprises a document delivery reporting means, said document delivery reporting means for delivering a report associated with the delivery of a document to a third party.

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35. A remotely initiated document fulfillment system, comprising:

a plurality of document request devices, said devices including an application specific device, the application specific device including a wireless transceiver, document request software, application specific software, and a list of requestable documents;

a central station, the central station including a means for receiving a broadcasted document request, a document database, a fax delivery means, and an e-mail delivery means; and

a wireless communications network, said wireless communications network being communicably connected with a wireless transceiver of an application specific device, said wireless communication network further being communicably connected with the central station, said wireless communications network passing communications between the central station and a document request device.

36. A remotely initiated document delivery system according to claim 35, wherein the central station further comprises a document delivery reporting means, said document delivery reporting means for delivering a report associated with the delivery of a document to a third party.

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37. A remotely initiated document fulfillment system, comprising:

a plurality of document request devices, said devices comprising a application specific device, the application specific device including a cellular transceiver, document request software, application specific software, and a list of requestable documents;

a central station, the central station including a means for receiving a broadcasted document request, a document database, a fax delivery means, and an e-mail delivery means, wherein the means for receiving a broadcasted document request comprises an interface to a publicly switched telephone network; and

a cellular network, said cellular network being communicably connected with the cellular transceiver of a document request device, said cellular network further being communicably connected with the central station by a publicly switched telephone network, said cellular network passing communications between the central station and a document request device.

38. A remotely initiated document delivery system according to claim 37, wherein the central station further comprises a document delivery reporting means, said document delivery reporting means for delivering a report associated with the delivery of a document to a third party.

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39. A remotely initiated document fulfillment system, comprising:

a plurality of document request devices, said devices comprising at least one application specific device, the application specific device including a wireless transceiver, document request software, application specific software, and a list of requestable documents;

a central station, the central station including a means for receiving a broadcasted document request, a document database, a fax delivery means, and an e-mail delivery means, wherein the means for receiving a broadcasted document request comprises an Internet interface; and

a wireless communications network, said wireless communications network being communicably connected with a wireless transceiver of a document request device, said wireless communication network further being communicably connected with the central station by the Internet, said wireless communications network passing communications between the central station and a document request device.

40. A remotely initiated document delivery system according to claim 39, wherein the central station further comprises a document delivery reporting means, said document delivery reporting means for delivering a report associated with the delivery of a document to a third party.

41. A method for providing a remotely initiated document request fulfillment service, comprising the steps of:

identifying a document being requested;

determining a delivery method for transmitting the desired document to a delivery destination;

determining a delivery destination for delivering the desired document;

transmitting the document request to a central station, said document request identifying the requested document and the destination for the document, said transmission utilizing a wireless transmission from the document request device;

receiving said document request at a central station;

transmitting to the document request device a verification that the document request has been received; and

transmitting the requested document to the delivery destination associated with the document request.

42. A method for providing a remotely initiated document request fulfillment service according to claim 41, further comprising the steps of:

determining whether requester certification is required before the desired document can be transmitted; and

when requester certification is required before the desired document can be transmitted, obtaining from the requester a certification for the request.

43. A method for providing a remotely initiated document request fulfillment service according to claim 41, further comprising the steps of:

transmitting to the document request device a verification that the requested document has been transmitted to the delivery destination after the document has been transmitted to the delivery destination.

44. A method for providing a remotely initiated document request fulfillment service according to claim 41, wherein the method further comprises the steps of:

the central station determining whether the requested document should be modified in accordance with information associated with the document request;

when the requested document should be modified, modifying the requested document based on information associated with the delivery destination.

45. A method for providing a remotely initiated document request fulfillment service according to claim 41, wherein the method further comprises the steps of:

the central station determining whether the requested document should be modified in accordance with information associated with the document request;

when the requested document should be modified, modifying the requested document based on information associated with a transaction between a representative and an entity associated with the delivery destination.

46. A method for providing a remotely initiated document request fulfillment service according to claim 41, wherein the method further comprises the steps of:

the central station determining whether the requested document should be modified in accordance with information associated with the document request;

when the requested document should be modified, modifying the requested document based on information associated with an entity associated with the delivery destination.



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47. A method for providing a remotely initiated document request fulfillment service according to claim 41, wherein the step of transmitting the requested document to the delivery destination comprises generating a facsimile transmission of the requested document, and transmitting the facsimile transmission to a fax machine.

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48. A method for providing a remotely initiated document request fulfillment service according to claim 41, wherein the step of transmitting the requested document to the delivery destination comprises generating a facsimile transmission of the requested document, and transmitting the facsimile transmission to a destination address, wherein the delivery destination is an Internet address.

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49. A method for providing a remotely initiated document request fulfillment service according to claim 41, wherein the step of transmitting the requested document to the delivery destination comprises generating an e-mail transmission of a copy of the requested document, and transmitting the transmission to an e-mail address, said transmission being transmitted via the Internet.

50. A method for providing a remotely initiated document request fulfillment service according to claim 41, wherein the step of transmitting the document request to a central station further comprises the steps of:

broadcasting the document request to a wireless communications network;

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relaying the broadcasted document request to a central station via the wireless communications network.

51. A method for providing a remotely initiated document request fulfillment service according to claim 41, wherein the step of transmitting the document request to a central station further comprises the steps of:

broadcasting the document request to a wireless communications network;

and

receiving the broadcasted document request at the wireless communications network; and

relaying the received broadcasted document request to a central station via a publicly switched telephone network.

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52. A method for providing a remotely initiated document request fulfillment service according to claim 41, wherein the step of transmitting the document request to a central station further comprises the steps of:

broadcasting the document request to a wireless communications network;

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receiving the broadcasted document request at the wireless communications network; and

relaying the received broadcasted document request to a central station via a computer network.

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53. A method for providing a remotely initiated document request fulfillment service according to claim 52, wherein the computer network is the internet.

54. A method for providing a remotely initiated document request fulfillment service according to claim 41, further comprising the step of transmitting a document delivery report to a third party.

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55. A method for providing a remotely initiated document request fulfillment service according to claim 54, wherein the step of transmitting a document delivery report to a third party comprises informing a regulatory entity of the delivery of a restricted delivery document.

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56. A document delivery fulfillment service according to claim 54, wherein the step of transmitting a document delivery report comprises informing a follow-up representative of the delivery of the requested document to a destination.

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